Part 573 Safety Recall Report 24V-402

Manufacturer Name : Daimler Trucks North America, LLC
Submission Date : JUN 04, 2024
NHTSA Recall No. : 24V-402
Manufacturer Recall No. : D24R6

Manufacturer Information :

Manufacturer Name : Daimler Trucks North America, LLC
Address : 4747 N. Channel Avenue
Portland OR 97217-3849
Company phone : 800-745-8000

Population :

Number of potentially involved : 540
Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2025-2025 Freightliner Cascadia
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : The recall population includes certain model year 2025 Freightliner Cascadia, 108SD, 114SD, Business class M2, model year 2025 Western Star 47X and 49 X and model year 2025 Freightliner Custom Chassis S2RV 106 and S2C 106 vehicles. The subject population includes vehicles equipped with front axle tie rod assemblies that may have incorporated ball joint studs that were not properly heat treated by a sub-supplier. Vehicles outside the recall population were manufactured with tie rod assemblies that use ball joint studs that were produced to specification.
Production Dates : APR 17, 2024 - MAY 22, 2024
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 : 2025-2025 Freightliner 108SD
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : The recall population includes certain model year 2025 Freightliner Cascadia, 108SD, 114SD, Business class M2, model year 2025 Western Star 47X and 49 X and model year 2025 Freightliner Custom Chassis S2RV 106 and S2C 106 vehicles. The subject population includes vehicles equipped with front axle tie rod assemblies that may have incorporated ball joint studs that were not properly heat treated by a sub-supplier. Vehicles outside the recall population were manufactured with tie rod assemblies that use ball joint studs that were produced to specification.
Production Dates : APR 17, 2024 - MAY 15, 2024
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 3 : 2025-2025 Freightliner 114SD
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : The recall population includes certain model year 2025 Freightliner Cascadia, 108SD, 114SD, Business class M2, model year 2025 Western Star 47X and 49 X and model year 2025 Freightliner Custom Chassis S2RV 106 and S2C 106 vehicles. The subject population includes vehicles equipped with front axle tie rod assemblies that may have incorporated ball joint studs that were not properly heat treated by a sub-supplier. Vehicles outside the recall population were manufactured with tie rod assemblies that use ball joint studs that were produced to specification.
Production Dates : APR 29, 2024 - MAY 23, 2024
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 4 : 2025-2025 Freightliner Business Class M2
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : The recall population includes certain model year 2025 Freightliner Cascadia, 108SD, 114SD, Business class M2, model year 2025 Western Star 47X and 49 X and model year 2025 Freightliner Custom Chassis S2RV 106 and S2C 106 vehicles. The subject population includes vehicles equipped with front axle tie rod assemblies that may have incorporated ball joint studs that were not properly heat treated by a sub-supplier. Vehicles outside the recall population were manufactured with tie rod assemblies that use ball joint studs that were produced to specification.
Production Dates : APR 17, 2024 - MAY 22, 2024
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 5 : 2025-2025 Western Star 47X
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : The recall population includes certain model year 2025 Freightliner Cascadia, 108SD, 114SD, Business class M2, model year 2025 Western Star 47X and 49 X and model year 2025 Freightliner Custom Chassis S2RV 106 and S2C 106 vehicles. The subject population includes vehicles equipped with front axle tie rod assemblies that may have incorporated ball joint studs that were not properly heat treated by a sub-supplier. Vehicles outside the recall population were manufactured with tie rod assemblies that use ball joint studs that were produced to specification.
Production Dates : MAY 02, 2024 - MAY 15, 2024
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 6 : 2025-2025 Western Star 49X
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : The recall population includes certain model year 2025 Freightliner Cascadia, 108SD, 114SD, Business class M2, model year 2025 Western Star 47X and 49 X and model year 2025 Freightliner Custom Chassis S2RV 106 and S2C 106 vehicles. The subject population includes vehicles equipped with front axle tie rod assemblies that may have incorporated ball joint studs that were not properly heat treated by a sub-supplier. Vehicles outside the recall population were manufactured with tie rod assemblies that use ball joint studs that were produced to specification.
Production Dates : MAY 02, 2024 - MAY 17, 2024
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 7 : 2025-2025 FCCC S2RV 106 Cab & Chassis
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : The recall population includes certain model year 2025 Freightliner Cascadia, 108SD, 114SD, Business class M2, model year 2025 Western Star 47X and 49 X and model year 2025 Freightliner Custom Chassis S2RV 106 and S2C 106 vehicles. The subject population includes vehicles equipped with front axle tie rod assemblies that may have incorporated ball joint studs that were not properly heat treated by a sub-supplier. Vehicles outside the recall population were manufactured with tie rod assemblies that use ball joint studs that were produced to specification.
Production Dates : APR 25, 2024 - MAY 16, 2024
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 8 : 2025-2025 FCCC S2C 106 Cab & Chassis
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : The recall population includes certain model year 2025 Freightliner Cascadia, 108SD, 114SD, Business class M2, model year 2025 Western Star 47X and 49 X and model year 2025 Freightliner Custom Chassis S2RV 106 and S2C 106 vehicles. The subject population includes vehicles equipped with front axle tie rod assemblies that may have incorporated ball joint studs that were not properly heat treated by a sub-supplier. Vehicles outside the recall population were manufactured with tie rod assemblies that use ball joint studs that were produced to specification.
Production Dates : APR 29, 2024 - MAY 14, 2024
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect :	A defect, which relates to motor vehicle safety exists in certain model year 2025 Freightliner Cascadia, 108SD, 114SD, Business class M2, model year 2025 Western Star 47X and 49 X and model year 2025 Freightliner Custom Chassis S2RV 106 and S2C 106 vehicles. The front axles may have been equipped with a tie rod where the ball joint studs were improperly heat treated which could allow them to crack and break.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	On the affected vehicles, if one or more of the ball joint studs crack and the crack propagates to the point of failure, this could lead to a separation of the tie rod connection and could result in a partial loss of steering ability without warning which can increase the risk of a crash.
Description of the Cause :	Improper heat treatment of the tie rod end by the sub-supplier
Identification of Any Warning that can Occur :	NR

Involved Components :

Component Name 1 :	TIE ROD ASSEMBLY
Component Description :	TIE ROD ASSEMBLY
Component Part Number :	MBA 6803307403

Component Name 2 :	ZB TIE ROD - URRESKO
Component Description :	TIE ROD ASSEMBLY
Component Part Number :	MBA 6813300303

Component Name 3 :	TIE ROD
Component Description :	TIE ROD ASSEMBLY
Component Part Number :	MBA 6813300403

Component Name 4 :	TIE ROD ASSEMBLY
Component Description :	TIE ROD ASSEMBLY
Component Part Number :	MBA 6803308803

Component Name 5 :	TIE ROD ASSEMBLY
Component Description :	TIE ROD ASSEMBLY
Component Part Number :	MBA 6803307003

Component Name 6 :	TIE ROD ASSEMBLY
Component Description :	TIE ROD ASSEMBLY
Component Part Number :	MBA 6803307303

Supplier Identification :

Component Manufacturer

Name :	DAIMLER TRUCK NORTH AMERICA
Address :	4555 NORTH CHANNEL AVENUE Portland Oregon 48084
Country :	United States

Chronology :

On May 7, 2024, a tie rod failed on a vehicle during the manufacturing process while located at a Detroit Diesel Corporation (DDC) facility. DDC, in conjunction with DTNA, began an investigation into the occurrence including communicating with the supplier of the broken part and a metallurgical analysis. On May 20, 2024, DTNA received information from the supplier that it had identified a quality spill affecting the tie rod end manufacturing. On May 22, 2024, the metallurgical analysis confirmed that the parts had not been properly heat treated and the supplier advised that a particular batch of parts that had undergone an experimental heat treatment process had been mixed in with other parts when the tie rod assembly was being produced. On May 28, 2024, DTNA determined that a risk to motor vehicle safety exists and decided to conduct a voluntary recall. DTNA is not aware of any warranty claims, field service reports, deaths, injuries or property damage claims related to this issue.

Description of Remedy :

Description of Remedy Program :	DTNA is preparing remedy, which is currently under development. Repairs will be performed free of charge by Daimler Truck North America authorized service facilities. Details of the reimbursement plan will be included in the owner's notification letter. Owners are directed to seek reimbursement through authorized dealers.

How Remedy Component Differs from Recalled Component :	NR
Identify How/When Recall Condition was Corrected in Production :	Following a process change and manual sorting by the sub-supplier, parts produced after May 22, 2024 do not contain the defect.

Recall Schedule :

Description of Recall Schedule :	Customer notification will be made by first class mail using Daimler Trucks North America records to determine the customers affected.
Planned Dealer Notification Date :	JUN 24, 2024 - JUN 24, 2024
Planned Owner Notification Date :	AUG 03, 2024 - AUG 03, 2024

* NR - Not Reported